



STATE OF MICHIGAN

JENNIFER M. GRANHOLM
GOVERNOR

EMERGENCY TELEPHONE SERVICE COMMITTEE
EAST LANSING

SHERIFF DALE GRIBLER
CHAR

National Public Safety Telecommunicators Week

The week of April 9th through 15th, 2006, has been designated by the Congress of the United States as PUBLIC SAFETY TELECOMMUNICATORS WEEK in recognition of the men and women whose dedication and professionalism help keep all citizens safe.

The safety of police officers, firefighters and emergency medical service providers that serve our citizens are dependent on the quality and accuracy of information obtained from citizens who contact public safety dispatch centers.

Telecommunicators assist in the saving of many lives, the apprehension of criminals and prevention of considerable property loss each year. The members of public safety dispatch centers exhibit compassion, understanding and professionalism during their performance as Public Safety Telecommunicators.

911 telecommunicators provide 24-hour communication between citizens and public safety responders. The number 911 is universally recognized as being the one to report emergencies where police, fire or medical assistance is needed. The call can be made from any telephone, including cell phones with or without basic service, and from any pay phone.

In Michigan, our state's 9-1-1 centers serve as the consistent point for our state's Fire, Police, and EMS dispatching services. 9-1-1 centers perform additional critical tasks beyond answering emergency calls such as: medical pre-arrival instruction, notice to families, towing services, hospitals, road commissions and DPW notification, activating weather alerts, and call-outs (Medical Examiners, Emergency Support teams, accident investigation, etc.), recording services to public safety, and routine public safety dispatching.

The Michigan Emergency Telephone Service Committee* recognize the efforts of these vital hard-working men and women.

**The Emergency Telephone Service Committee was established in accordance with P. A. 79 of 1999. Its 21 member organizations work together to promote the successful development, implementation, and operation of 9-1-1 systems across the state of Michigan. For more information on Michigan's 9-1-1 system, visit: www.michigan.gov/msp-etsc.*

Association of Public Safety Communications Officials • Commercial Mobile Radio Service • Department of Labor and Economic Growth •
Department of State Police • Deputy Sheriff's Association • Fraternal Order of Police • Michigan Association of Ambulance Services •
Michigan Association of Chiefs of Police • Michigan Association of Counties • Michigan Communications Directors Association • Michigan Association of Fire Chiefs •
Michigan Professional Firefighters Union • Michigan Public Service Commission • Michigan Sheriffs' Association • Michigan State Police Troopers Association •
National Emergency Number Association • Telecommunications Association of Michigan • Upper Peninsula Emergency Medical Services •
Members of the general public appointed by the Governor, Speaker of the House, and Majority Leader of the Senate

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Michigan Guide for VoIP Deployment
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- 1) A county has option to use wireless ESN, or VoIP ESN, or Existing landline ESNs for its VoIP call boundary-routing:
 - a. The VoIP implementation will be determined on a county-wide (or Wayne County Service District) basis. What method determined will be used by all the PSAPs in a county or Wayne County Service District.
 - b. Each county should advise the State-wide 9-1-1 Administrator's Office of the boundary/routing-ESN method selected and update the State 9-1-1 Administrator of any changes.
 - c. If existing landline ESNs are used the submission of shape files is required.
 - d. In the event that existing landline ESNs are utilized, accurate ELT information for those ESNs will be provided, including emergency responder information.
 - e. On the basis of available technology, if a county uses a wireless or single landline VoIP ESN for initial deployment, that county may reserve the right to switch within a 24-month period to the use of existing landline ESNs at no cost to the county.
 - f. If shape files are provided, the VoIP provider will:
 - i. Be responsible for any costs related to the maintenance of those files
 - ii. Be responsible for a system of updates to those files
 - iii. Enter into NDA agreements as needed by the local units of governments to protect proprietary information
 - iv. Continue to use the existing landline MSAG for address verification
- 2) 9-1-1 delivered through the native 9-1-1 network for all PSAPs – PSAPs are not required to make upgrades to their existing systems, this includes CPE, trunks from the router to the PSAPs, and computer aided dispatch systems (CAD).
- 3) MSAG validation for VoIP 9-1-1 is required. Address verification of the VPC will include the use of the Master Street Address Guide (MSAG) as developed and maintained by the PSAP for which the calls are being routed to.
- 4) Deployment testing schedule. A schedule for testing each PSAP within a county will be coordinated between the VoIP provider (or their VPC) and the county 9-1-1 coordinator or designee.
- 5) Trouble reporting system must be put in place prior to deployment
 - a. Single point of contact for each VPC provider serving VoIP providers is to be provided to the PSAP and the State 9-1-1 Office.
 - b. Network operations center (NOC) 24x7 number provided to PSAPs
 - c. The trouble reporting system must contain clear and succinct instructions for PSAP personnel.
 - d. Corrections and updates to the MSAG and customer are done in compliance with the Michigan statute under MCL 484.1316 (corrections within one business day).